

THE TULALIP TRIBES
TGO/QCC/BINGO
Job Description

JOB TITLE: Coat Check Attendant

POSITION NUMBER: TGO 022-10

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent preferred.
- *If applicant does not meet this education requirement, employer will allow 6 months from date of hire to meet this job requirement, as a condition of employment.

SKILLS:

- ☐ Strong Organizational skills and methodical in conducting work, i.e., prioritizing, multitasking, planning, and coordinating.
- ☐ Strong writing and composition skills with emphasis on accuracy and clarity of message.
- ☐ Solid interpersonal, and public relation skills with emphasis on verbal communication and interfacing with a diverse array of people, i.e., personnel, customers, vendors, management and executives, using poise, tact, and diplomacy.
- ☐ Ability to maintain composure, think clearly and perform well under pressure in a fast-paced environment

EXPERIENCE:

- ☐ Minimum of one (1) year working experience using customer, public relations, and/or great service skills.

OTHER REQUIREMENTS:

- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work both Casino sites, the Tulalip Resort Casino and the Quil Ceda Creek Casino.
- ☐ Must be able to successfully complete either a tribal, state, or federal background investigation.
- ☐ Must be able to obtain a Hotel Permit per Regulation 12 with the Tulalip Gaming Agency.
- ☐ Must be able to work any shift assigned to include days, swing, grave, weekends, and/or holidays.
- ☐ Must have a successful employment history with Tulalip Tribal and/or other employment entities.

Physical Characteristics and/or Prerequisites:

- ☐ Tolerance to work in a smoke filled environment.
- ☐ Manual and finger dexterity to operate computer and perform routine handwriting.
- ☐ Mobility and stamina to climb stairs on a regular basis.
- ☐ Stamina to sit, stand and/or walk for prolonged periods of time.
- ☐ Strength and endurance to lift and carry short distances up to 25 lbs. on an occasional basis.
- ☐ Flexibility to bend and/or stoop on an occasional basis.

Tribal Department: Valet

Employee Classification: Non-Exempt

Job Summary: Dedicated to serving the guests of the casino at the Coat Check desk and on the gaming floor, providing a positive impression and the best possible service to the TGO guests.

Employee Reports To: Coat Check Supervisor or designee

Extent of Job Authority: Under the guidance of the Coat Check Supervisor, serves the guests and players of the TGO as established by standard operating procedures and applicable controls.

Specific Duties Performed:

1. Performs liaison tasks by receiving and appropriately directing internal and external guests and patrons.
2. Provides specific and general departmental information regarding the Casino.
3. Provides high quality customer service and hospitality in the execution of assigned duties to include but not limited to greeting customers, receive any item for holding: Coats, jackets, sweaters, backpacks, purses, or any personal belonging.

4. Ensures excellent Customer Service to all patrons.
5. Answers questions for Casino Patrons.
6. Provides feedback and assists as needed for each promotion and events.
7. Ensures compliance with Tribal, State, Federal, and NIGC regulations.
8. Ensures control/protection of company assets.
9. Assist Valet personnel in ticket booth
10. Performs other job-related duties as directed by the Valet Manager and/or Supervisor.

Terms of Employment: This is a Regular Full-time position requiring up to 40 hours per week or 2080 hours per year.

Pay Rate: \$8.57 per hour

Opening Date: February 3, 2010

Closing Date: February 17, 2010

Please return your completed application to the Tulalip Resort Casino Receptionist by the closing date and time.

**** Required documents must be submitted prior to interviewing****